

# Public Buildings

City of Newton Performance Management  
January 2012 Scorecard



## Traffic Light Key

Green = actual value meeting or exceeding the target  
Yellow = actual value within 10% of meeting the target  
Red = actual value more than 10% away from meeting the target



## Trend Key

Up = actual value has increased since last reporting period  
Right = actual value has stayed the same since last reporting period  
Down = actual value has decreased since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
<b>1. Clean and maintain City buildings</b>					
	↑	# of Work Orders Requested	675	350	325
	↓	# of Work Orders Completed	518	375	143
	↑	# of Work Orders Completed Per Day Per Craftsman	2.88	3.5	0.62
	↓	Number of outstanding workorders	594	525	69
	→	% of emergency or safety requests completed within 24 hours	100	100	0
	↓	% of medium or low priority work requests completed within 7 days	71	90	19
<b>2. Manage utility and energy upgrades and consumption</b>					
<b>3. Plan, implement, and oversee capital projects</b>					
	→	% of capital projects under budget	87	90	3
	→	% of capital projects on schedule	60	80	20

## Notes

We are in the process of reevaluating how we measure energy consumption and collecting relevant data for presentation.